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Consumer Protection Division

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**Manufactured Housing Dispute Resolution Program  
2009 4<sup>th</sup> Quarter Statistics**

<b>Complaints filed October 1, 2009 to December 31, 2009</b>	<b>3<sup>rd</sup> Qtr</b>	<b>YTD</b>
Complaints filed by tenants	<b>60</b>	<b>332</b>
Anonymous complaints by tenants (no action taken)	<b>3</b>	<b>24</b>
Complaints filed by landlords	<b>0</b>	<b>14</b>
<b>Complaint closures June 1, 2009 to September 30, 2009</b>		
Negotiation Phase case outcomes	<b>112</b>	<b>397</b>
Issue resolve with MHLTA compliance	49	239
Appears no MHLTA violation & no further Investigation necessary	4	18
Issue outside jurisdiction	22	65
Complainants withdrew or Respondents did not respond & no further Investigation necessary	16	35
Assigned to Investigation Phase	21	40
Formal Investigation Phase case outcomes	<b>7</b>	<b>37</b>
Notice of Violation filed	2	9
Notice of Non-Violation filed	0	10
Notice of Non-Violation with Voluntary Compliance	0	3
Settlement Agreement in Lieu of Violation	5	11
Settlement Agreement in Lieu of Non-Violation	0	4
Notice of Deactivation filed – Complainant disengaged	0	0
Office Administrative Hearings appeal outcomes	<b>1</b>	<b>5</b>
AAG position upheld	1	3
AAG position denied	0	1
Settlement Agreement prior to hearing	0	1
Enforcement action taken	<b>0</b>	<b>5</b>
Notice of Non-Compliance	0	2
Notice of Fine	0	2
Fine waiver – Compliance met	0	1
<b>Other Constituent contacts</b>		
First time telephone inquiries	<b>204</b>	<b>1,030</b>
Email inquiries	<b>21</b>	<b>100</b>
Requests for information to be sent by mail (since 3/18/09)	<b>76</b>	<b>474</b>